

YOU CAN SAVE YOURSELF TIME AND LESS SHREDDING! STOP RECEIVING YOUR BILL IN THE MAIL INSTEAD RECEIVE IT BY EMAIL. LOG ONTO YOUR ONLINE ACCOUNT TODAY AND SIGN UP FOR EBILLS AND RID YOURSELF OF NEEDLESS PAPER!!

1) How do I set up new service?

You will need to fill out the application either online at www.grapevinetexas.gov or in person at City Hall which is located at 200 S. Main Street. Along with the application, we will need a copy of your driver's license, and we will need to verify your social security number from a legal document. There is a \$50 deposit required on all accounts. This can be paid with the application or billed on your first statement. This deposit will be held until you final your account, at which time, it will be applied to your final bill.

2) Can I set my account up for automatic payments?

Yes, you can set your account up to either draft from a checking or saving account or to automatically bill to a credit/debit card. You will need to log onto your account on the city website, www.grapevinetexas.gov, in order to establish the automatic payment. After logging onto your account, use the drop box and select "Register for additional services. This will make you change your pin number to a password that you select. Next, using the drop box, select "Change basic account information" which is where you will need to add your email address. An email address is required for automatic payments. (This is also the area you could use to change information such as, your billing address, phone numbers, etc.) The last step is to select "Set up or change automatic payments".

3) Can I change my due date?

Due dates cannot be changed. We established due dates by dividing the city into four sections. This enables our meter readers to concentrate on one section of the city for their reads instead of running around the city going to different sections. Each section is assigned a fixed due date. However, your bill is mailed to you approximately 21 days prior to your due date. You may pay your bill anytime between the date you receive it and the due date, but your bill will be considered past due if not paid by the due date.

4) My read seems high this month. Did you estimate my usage or could my meter be going bad?
How do I check for a leak?

We do not estimate reads. The meter reader does not have your previous read in his hand held device for him to be able to estimate your usage so he must actually read your meter each and every month. When meters go bad, they slow down and read less than the actual amount used. To check for a possible leak, make sure that you are not using any water inside or outside the house. Then go to the meter and slide the lid off of your meter box. Look at your meter, there is a red triangle on the left side of the meter face, this triangle should be sitting completely still.

If it is moving at all, then it could indicate a possible leak. The city does not locate leaks nor repair any leaks that are located from the meter to the house or inside the house. The city is responsible from the meter to the street.

5) I have a leak and need to have my water temporarily shut off. Who do I call?

To have your water shut off, for repairs or updating, anytime from 7 a.m. to 4 p.m. Monday thru Friday call **817-410-3330**. In the case of an emergency after 4 p.m. on week days and anytime during the week end, please call the non-emergency police number, which is **817-410-8127**.

6) What types of payments do you accept for the water bill? What if I need to make a payment but your office is closed?

There are several ways to pay your water bill. You can mail; or drop off a check or money order, at the Utility Billing Dept. located in City Hall. You can pay by credit/debit card either online or in person at City Hall. (There is no fee for paying online.) We accept Visa, MasterCard or Discover. If you need to make a payment after 5 on week days or over the week end, you can drop off a check or money order (no cash please) in the drop box which is located on the back of the City Hall Building.

7) Today is my trash day and the trash truck missed my house. Who do I call?

If your trash or recycling was missed, please call Republic at **817-332-7301**.

8) My water has been disconnected because of non-payment, how can I get my water turned back on?

All monies due on your account must be paid in full before you water can be restarted (this includes the current amount due). Payments must be made with cash, money order or credit/debit card. We cannot accept a check when the water is disconnected. You can make your payment over the internet, phone or in person. If you make your payment over the internet, once that payment has been made in full, you will need to call **817-410-3173** and notify the UB Department so that they can send someone out to restart your water.

9) Are we currently on water restriction? If so, what are they?

No watering between 10 a.m. and 6 p.m. (This restriction is effective year round regardless of the drought)

10) How do I get a new recycle container and/or lid?

You can receive a new recycle container either by picking one up at 501 Shady Brook Drive between the hours of 7 a.m. to 4 p.m. Monday thru Friday or you can have one delivered to you by requesting one from Keep Grapevine Beautiful website. Lids can be obtained by both

methods; however, there is a \$6.50 charge per lid. This charge can be charged to your water bill.